



Tracy Riendeau <tracy.riendeau@vetboard.az.gov>

Premise inspection,ref # 22-15

1 message

Heather Oyan [REDACTED]

Wed, Oct 20, 2021 at 8:15 PM

Reply-To: Heather Oyan [REDACTED]

To: "Tracy.Riendeau@vetboard.az.gov" <Tracy.Riendeau@vetboard.az.gov>

To Tracy Riendeau/Az State Vet Med Examining Board,

This is in response to letter I received from you dated August 25th. I did not receive this letter until October 6th, I'm not sure why, or I would have responded sooner.

I do take this matter of potential violations to my premise inspection seriously and have taken actions to correct these potential violations. Without going into too much detail and realizing that everyone has difficulties, I have had some losses and big adjustments in my personal life the last few yrs. My Mom passed in March of 2020 after a several year long battle with cancer. She and my Stepdad adopted my nephew years ago and had been raising him. My stepdad has also had some health issues and trying to keep up and do a good job in all areas of my life clearly has been a struggle and quite honestly overwhelming.

I understand the potential violations of the March 2020 premise inspection should not be found again at repeat inspection. Clearly I have fallen behind in keeping things organized and neat and I am actively working to make sure these potential violations are to never be found again.

I have someone now who comes two to three times a week during non business hours to help catch up with and keep hospital clean and filing done.

Have shredding service that picks up old files/daily sheets/receipts that aren't needed to be stored any longer.

Controlled drugs are in safe and smaller lock box. Expired cont drugs are all in the safe ready to go with reverse distributor(reverse distributors were contacted to set up acct after Mar 2020 inspection,but did not get followed through with)

I do have a controlled drug inventory log that logs all the controlled drugs we have received from vendors that has been maintained since March 2020 inspection(when reinspection was done July 20,2021 the newer employee that was present may not have known where it was)

Anesthesia monitoring recording is being monitored closely to make sure written down as required and medical notes are having routes of meds administered noted.

I hope I have answered these potential violation concerns to your satisfaction. I do take them seriously and am actively working daily to get things at my hospital more organized and efficient. Like everyone else in the veterinary community I know, this past year and a half has been extra busy and difficult to find staff and struggling to keep up with the daily needs of patients/clients is a lot and also trying to catch up from the past few years that my practice wasn't kept as organized as I would like is a challenge but is getting better every day and is something I agree needs to be maintained.

I normally have not had problems(that I know of) with getting mail at my home address,but please know that if I don't respond to your future letters timely, I didn't receive,so please call or send email: Thank you.

Sincerely,
Heather Oyan,Dvm

Sent from Yahoo Mail on Android

DOUGLAS A. DUCEY
- GOVERNOR -



VICTORIA WHITMORE
- EXECUTIVE DIRECTOR -

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

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VETBOARD.AZ.GOV

INVESTIGATIVE DIVISION REPORT

TO: Arizona State Veterinary Medical Examining Board

FROM: Investigative Division

RE: Case: 22-15

Complainant(s): Arizona State Veterinary Medical Examining Board

Respondent(s): Heather Oyan, D.V.M. (License: 3766)

SUMMARY:

Complaint Received at Board Office: 8/18/21

Board Discussion: 11/17/21

APPLICABLE STATUTES AND RULES:

Laws as Amended August 2018

(Lime Green); Rules as Revised

September 2013 (Yellow).

On August 18, 2021, after reviewing two premises inspections conducted at Respondent's premises, the Board voted to open an investigation regarding the multiple repeat potential violations.

PROPOSED 'FINDINGS of FACT':

1. On August 18, 2021, the Board voted to open an investigation based on the findings of two premises inspections conducted at Respondent's premises, Dreamy Draw Cat Hospital.
2. A premises inspection was conducted on March 3, 2020 and again on July 20, 2021. Multiple potential violations were identified at each inspection; the repeat violations, that were reportedly corrected, found at the July 20, 2021 premises inspection were the following:
 - a. **R3-11-502 (D)** Expired supplies;
 - b. **R3-11-502 (H) (3)** Heart rate and respiration rate need to be recorded immediately after anesthesia is administered and monitored and recorded at least every 15 minutes or less thereafter;
 - c. **R3-11-502 (J) (2)** Expired prescription only medications, including controlled substances;
 - d. **R3-11-502 (K) (2)** No controlled substance inventory log – not maintained since 2015;
 - e. **R3-11-502 (L) (4)** Need consistency recording exam results;
 - f. **R3-11-502 (L) (7)** Need consistency recording in the medical record the route of medications administered to animals;
 - g. **R3 -11-703 (4)** Freezer needs cleaned (deceased freezer full of frozen meals and euthanized cats), files piled up and stored inappropriately, and overall premises cluttered;
 - h. **R3-11-805 (A)** Controlled substances need to be stored under lock and key except for controlled substances that are authorized by the responsible veterinarian to be administered by personnel.
3. On August 25, 2021, a Letter of Inquiry was sent to Respondent asking her to respond to the open investigation.
4. On October 20, 2021, Respondent sent an email responding to the open investigation. Respondent stated that she had some personal issues that were overwhelming and contributed to her not staying in compliance. Respondent explained that she now has hired someone to come in two – three times a week to help clean the premises and catch up with the filing. She also has a shredding service that picks up old files and documents that no longer need to be stored. Expired controlled substances are in a safe and ready to go with a reverse distributor and all other controlled drugs are locked up.
5. Respondent relayed at the time of the July 20, 2021 inspection, there was a new employee who may not have known where the controlled substance logs were kept, but they were maintained properly at that time. Additionally, anesthesia monitoring is performed and documented as well as documenting the routes of medications administered.
6. Respondent did not submit examples or evidence to support that corrections had been made.

The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.

Tracy A. Riendeau, CVT
Investigative Division